

**OIT's Recommended Process for
Saving Departing Employee's Electronic Files and Emails – Why? Who? How?**

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Detailed Instructions with Screenshots in Sections 2 and 3

EXECUTIVE SUMMARY:

WHAT YOU NEED TO KNOW IN LESS THAN 500 WORDS

-- 4 LOCATIONS OF EMPLOYEE EMAIL AND FILES

(WHO does what is shown in red)

1. **Email in active (current) mailbox** will automatically be saved by **OIT Server Support**, using an automated script when the user's account is closed or transferred. This automatic export captures only the active mailbox folders, not the archive PST files. You don't need to take any action to save the mailbox – **OIT Server Support** will export the final mailbox contents, and give the resulting archive PST file to the supervisor (or for some agencies, put into a central agency repository).
2. **Email archive PST files** (which are outside the mailbox)
 - a. **Agency:** Outlook "Personal Storage" (PST) files may be stored on the PC's C drive, so it's important for **the departing employee (or supervisor or designated person)** to search the PC's C drive as part of #3 below. See summary below and detailed instructions in the following pages for checking the PC's C drive. See also an explanation of how PST files "live outside" the mailbox, but instead are "attached" from either the C drive or the user's network home drive (F or higher), so they are visible in your Outlook. See #3 below.
 - b. **OIT Server Support:** If the PST files are not on the C drive in C:\Outlook Files, the PST files may be stored on the user's network home drive. If on the user's network home drive, these files will be automatically moved by **OIT Server Support** to the supervisor (or for some agencies, a central repository), along with the other network home drive files. See #4.
3. **PC's C Drive (internal hard drive):** When an employee leaves, **the departing employee (or supervisor or designated person)** should make sure the PC's C drive (internal hard drive) is checked for any work files that were stored on the C drive, so those files aren't lost when the computer is turned in. The reason for saving a former employee's files is because of the State Records Policy (see section 1 below).
 - a. Key folders to check on the C drive (See explanation in section 3 below):
 - **C:\Users\User.Name** (Desktop, My Documents, My Pictures, Contacts, and other user-specific folders that can be seen only if logging in as the User or with "admin" rights).
 - **C:\Outlook Files** (Microsoft's default location for saving PST files – note that this folder is outside the Users profile area, at the "root" level of the C drive).
 - b. **NOTE:** If the user has already left, in order to see the files stored in the Users area on the C drive, you have to be made "administrator" on the PC. Call OIT Help Desk at 624-7700.
4. **Network home drive (letter F or higher, with the person's name):** The employee's network home drive will be moved by **OIT Server Support** to the supervisor's network home drive (or for some agencies, a central repository). You don't have to do anything with this – OIT will move the files by automated script when the account is closed or transferred.

SEE HOW-TO GUIDE BELOW

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- Please review Section 1 for record retention policy and procedures.
- See Section 2 for background understanding on locations of mailbox, email archives, files on the PC internal (C) drive, and files on the network drives (letter F and higher).
- See Section 3 for instructions (with screenshots) on how to check the PC’s internal (C) drive for work files that need to be moved off the C drive to a network drive.

If you need help searching the PC for files on the C drive, and moving them according to these instructions, call the OIT Help Desk at 624-7700. If you have any questions about these policies or suggestions for improving the procedures, contact Eric.Stout@maine.gov, 624-9981, OIT Records Officer and e-discovery support for FOAA.

SECTION 1: STATE RECORDS POLICY AND FREEDOM OF ACCESS ACT (FOAA)

Why?

- **State Records Policy:**

The “State of Maine Policy on Preservation of State Government Records” is issued annually as a reminder to all State employees: <http://www.maine.gov/sos/arc/records/state/policy.html>. All are required to review the Policy and related materials annually, and acknowledge they understand and will comply: <http://www.maine.gov/sos/arc/records/state/policyform2.html>.

- Official State business and communications must be retained for the amount of time as defined by the State Archives General Schedules (for common records) <http://www.maine.gov/sos/arc/records/state/generalschedules.html> and Agency Schedules (for agency-specific records) <http://www.maine.gov/sos/arc/records/state/agencyschedules.html>. The amount of time ranges from short-term to long-term, depending on the type of records.
- Email is considered correspondence, and retention is defined in General Schedule 13, State Agency Correspondence: <http://www.maine.gov/sos/arc/records/state/GS13.pdf>. There are 5 sub-categories of correspondence, with various retention times. Email can fall into any of these 5 sub-categories of correspondence:
 - Commissioner / executive correspondence (can be of historical/ permanent value)
 - Program correspondence (long-term – various with the type of program)
 - General correspondence (2 years)
 - Transitory correspondence (delete when no longer needed – temporary value)
 - Non-business related correspondence (delete when no longer needed – not a State record)

- **Freedom of Access Act (FOAA):**

Another reason for properly preserving official government records and communications is the Freedom of Access Act (FOAA). If files and emails are not properly preserved, then FOAA cannot be fully complied with. See <http://www.maine.gov/foaa/> and <http://www.maine.gov/foaa/faq/>.

“The public’s right to information about government activities lies at the heart of a democratic government. The Maine Freedom of Access Act (“FOAA”) grants the people of this state a broad right of access to public records while protecting legitimate governmental interests and the privacy rights of individual citizens. The act also ensures the accountability of the government to the citizens of the state by requiring public access to the meetings of public bodies. Transparency and open decision-making are fundamental principles of the Maine Freedom of Access Act, and they are essential to ensuring continued trust and confidence in our government.”

Who?

- **All State Employees**

The State Records Policy applies to all State employees.

“Actions by Employees: Every State employee shall comply with this policy by taking the following actions:

1. Properly manage all of their State government records, including correspondence, e-mail and electronic documents.
 - a. Employees are to save (archive) their correspondence, email and other documents so that it is **preserved for the amount of time required by the records schedules**. It is the responsibility of Agency managers and supervisors to secure and archive records of former employees. For steps on how to archive e-mail, see the instructions on the [State internal website](http://inet.state.me.us/foaa/archiving.aspx).” See <http://inet.state.me.us/foaa/archiving.aspx>

- **Managers/ Supervisors**

State employees and managers/ supervisors can comply with the requirements above (Records Policy and FOAA) by following the steps below to ensure that departing employee's files and emails are properly preserved.

How?

- The following steps will ensure an employee's files and emails are properly preserved according to the State Records Policy, and not "wiped" when a computer is turned in and the user account is closed.
- Ideally these steps will be taken before a person leaves the job. But they can be done after the person leaves, with a little more difficulty (as explained below).

SECTION 2: SAVING DEPARTING EMPLOYEE'S ELECTRONIC FILES AND EMAILS – EXPLANATION OF WHY? WHO? HOW?

Why?

- **Supervisor Inherits User's Files and Email (most agencies)**

When an employee leaves, it is important that their files and emails are passed along to the supervisor or another person so that their records are not lost, and the work can continue. In some agencies, the files are given to the supervisor, but in other agencies they have decided on a common repository accessible to selected people in that agency. Most agencies use the standard procedure where the supervisors inherit files and email, unless they designate someone else instead. This “files inheritance” process is started when the agency submits a Footprints User Request ticket to close or transfer the user's account. See link at:

<https://footprints.state.me.us/footprints/maineuserrequest.html>

- **Or Agency Repository for Files and Email (selected agencies)**

Agencies that have a central place for storing former employee files (rather than giving directly to the supervisor) are these. Selected people in each agency have access to those files:

- Agriculture, Conservation and Forestry
- Corrections
- Governor's office
- Marine Resources
- Riverview Psychiatric Hospital
- Workers Compensation Board
- Other agencies or bureaus are considering having a central place to store former users' files

Who?

- **Departing Employee**

The employee who is leaving should ensure that all their work is properly organized, preserved, and passed onto the supervisor or another person who can continue the work.

- **Supervisors/ Managers**

Supervisors and managers are responsible for ensuring the State Records Policy is followed, as well as that the work of the organization can continue smoothly, by being able to refer to the departing employee's files and emails as needed.

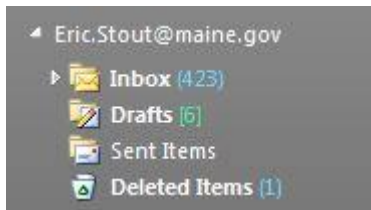
How?

Electronic files and email of a departing employee are typically in 6 places:

Location #1: Email in active mailbox (Outlook)

- Active mailbox folders (inbox, drafts, sent, deleted, and other special folders you may have created as part of your active mailbox)
- For example, below are some of the folders in my “active” mailbox. They “live” inside the mail system, which is on the OIT “Exchange” server, and available to you on your computer when you log into Outlook.

Screenshot 1: Active mailbox folders (standard folders, simple view):

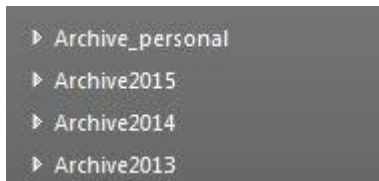


Active mailbox folders – they “live” inside the mail system.

Location #2: Email in archive files, known as Personal Storage (PST) files:

- Archive folders appear to be in Outlook, but actually are stored outside of the mail system – either on the PC local drive (C drive) or a network drive. These archive folders are external to the mail system, but are visible only when “attached” to Outlook. For explanation on attaching archive files to Outlook, see: <http://inet.state.me.us/foaa/archiving.aspx#open>.
- Below is a screenshot of some of my archive folders. They “live” on my network home drive (F in my case), but are not part of the active mailbox. They are Personal Storage (PST) database files that are on my F drive, but “attached” to Outlook using these instructions: <http://inet.state.me.us/foaa/archiving.aspx#open>. The importance of knowing where the archive files are stored is to ensure they are not lost when the employee leaves and the computer is turned in and “wiped.” In my case, they are saved to the network F drive, so those would be given to my former supervisor if I leave. But if the archive files are on the PC local drive (C drive), they could be lost if they are not saved to a network drive when the computer is turned in and wiped.

Screenshot 2: Archive PST files that are “attached” and therefore visible in Outlook



Stored on my F drive – these archive PST files “live” outside the mail system, but are “attached” and therefore visible to my Outlook.

Location #3: Computer local drive (C drive)

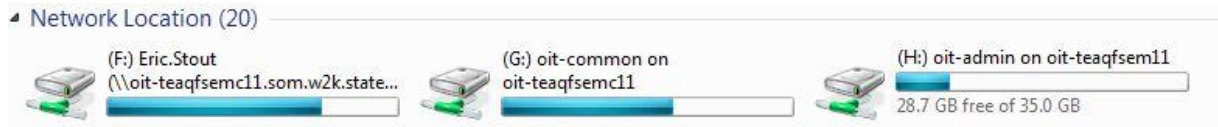
- The C drive will have a Users profile area (C:\Users\User.Name) with typical sub-folders there:
 - “Desktop” folder (files visible on the “desktop” but stored on the C drive in the Users profile area)
 - “My Documents” folder (can be either on the C drive (by Microsoft default), or may be re-pointed to the user’s network home drive (where it is backed up nightly))
 - Other sub-folders in the Users area (C:\users\user.name folder) such as My Music, My Videos, or others created by the user.
- Email archive folders (PST files) may either be on the C drive or a network drive. If on the C drive, they typically will be in the Microsoft default location of C:\Outlook Folders (not under the C:\Users\User.Name profile). Be careful you don’t miss any PST files if they are in C:\Outlook Folders. In Section 3 below are instructions for checking the entire C drive by searching for *.PST to find any PST files that may be stored anywhere on the C drive, including the default location of C:\Outlook Folders or the Users profile, or anywhere on C.

Location #4: Network “home” drive (space reserved for that person on the network).

This shortcut letter can be F, H, P, or another letter, depending on agency. For DHHS, for example, most people's "home drive" is P. Whatever the letter, the individual's name will show next to the drive letter. See sample below, where my "home drive" is the letter F.

Location #5: Network shared/ common drives (space shared by everyone in the organization). In the example below, these shared drives are G and H (shortcuts to a longer server name on the OIT network).

Screenshot 3: Network drives (example where my "home" drive is the letter F – varies by agency (for DHHS, home drive is often P))



Location #6: Shared database systems or document repositories like SharePoint.

For some employees, much of their work is not individual files, but rather in agency database systems or document repositories like SharePoint. In some cases, the example below, these shared drives are G and H (shortcuts to a longer server name on the OIT network).

SECTION 3: “HOW TO” GUIDE FOR SAVING FILES AND EMAIL (STEP-BY-STEP)

The “how-to” steps below cover only locations #1-4 (described above), since those are specific to the individual leaving. Files in #5-6 stay on agency common space. If the departing user stored any files on agency common space, those files should be accessible to others in the organization.

What If User Has Already Left?

Ideally the steps below will be done by the departing user themselves before they leave. However, if the departing employee has already left, you can log into their computer with your own ID, but you won't be able to see files in their Users profile on the C drive. A person can see the files in another person's User profile area only if they either log in as that person, or have “administrator” rights on the PC, which grants visibility to the files in all User profiles. To be made “administrator” on a former user's PC, call the OIT Help at 624-7700 to ask to have your ID made “administrator” on their PC. This is needed in order to be able to see and grab the departing user's files stored on the C drive in the C:\Users\User.Name folder. If you try to log into that computer as yourself without the extra rights as “administrator,” the files stored in the C:\Users\User.Name folder will not be visible to you and the folders will appear to be empty (unless you have administrator rights to see contents of all user profile folders). If you need help with this, an OIT Technician can be assigned to show you how to check. Rather than doing the archiving for you, it's best for agency staff (user, supervisor, or other designated person) to learn how to save files from the PC – ideally, before the person leaves.

Summary of Locations Where Email and Files Are

The following steps should be taken to save the user's files. In summary, there are 4 locations:

- #1, #2, and #3a are taken care of automatically by OIT Server Support when the departing user's account is closed or transferred.
 - #3b and #4 are files on the PC's C drive that need to be saved/ moved by the departing user (or by supervisor or designated person).
1. **Email in active mailbox (Outlook)** – OIT Server Support will save with an automated script.
 2. **Files on the user's network home drive (letter F or higher)** – OIT Server Support will transfer to the former supervisor (or put into an agency repository).
 3. **Email archive files (in PST files, which are outside the active mailbox)**
 - a. If these PST files are stored on the user's network home drive, OIT Server Support will transfer them as part of the files found the user's network home drive (#2 above).
 - b. However, if these PST files are stored on the C drive, the departing user (or supervisor or designated person) has to move them off the PC's C drive as part of #4 below.
 4. **Files on the PC's internal drive (C drive)**
 - a. The departing user (or supervisor or designated person) has to move them off the PC's C drive, before the computer is “wiped.”
 - b. However, if the user has left already, the PC should be checked by someone in the office (supervisor or designate) with “administrator” rights on the PC, as explained below. An OIT Technician can show you how if you need help with the instructions below.

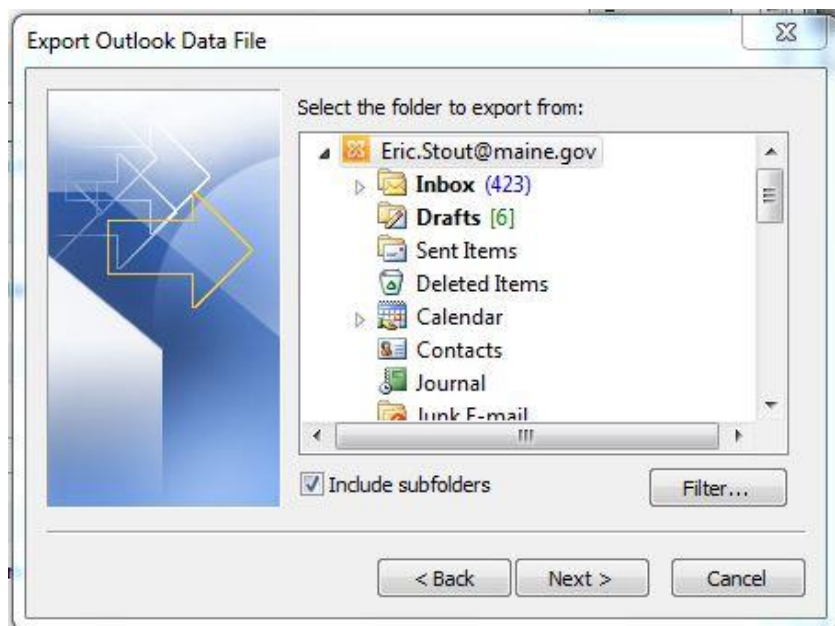
See detailed steps for each of these 4 locations, below.

Location #1: Email in active mailbox (Outlook)

- OIT Server Support:

OIT Server Support team will use a script to automatically save the contents of the departing user's active mailbox (inbox, sent, drafts, calendar, contacts, and other folders). So, the departing employee does not have to export the mailbox to save it. An automated script is used to export the user's final mailbox contents to an email archive (PST) file, then given to the supervisor (or put into an agency repository) as explained in section 1. The automated script will export all folders and sub-folders of the active mailbox, as shown in this sample screenshot (simple mailbox with only standard folders shown).

Screenshot 4: Outlook folders that are exported to a PST file when selecting your account name (all folders are exported if you select your account name, such as Eric.Stout@maine.gov)



- **Optional: User may choose to export all or portions of mailbox before departing:**
Users don't have to take any action to save their final mailbox contents, unless they want to move the active mailbox contents to their own archive PST files before leaving. As an option, if the departing employee has a special reason for wanting to save the remaining mailbox contents or selected emails or folders (such as "personal" email) to an archive file before they leave, they can export the entire mailbox or selected folders to a PST file, using these instructions: <http://inet.state.me.us/foaa/archiving.aspx#export>. Regardless of whether the user makes a copy of their final mailbox, OIT Server Support team will automatically save the remaining mailbox contents to an archive PST file when the user leaves the agency (including any transfer). So, the agency does not need to export the final mailbox contents unless they have a special need for certain emails. OIT Server Support will automatically save the entire mailbox and given to the supervisor (or for some agencies put into a central repository that selected agency people have access to).

Location #2: Files on the user's network home drive (the one associated with the user's name):

OIT Server Support:

When the user's account is closed or transferred to another agency, OIT Server Support team will move the user's home drive contents (whatever was stored there by the user) to the supervisor's home drive, in a directory labeled with the former employee's name. However, some agencies have asked

that we move former staff's files to a central repository rather than give to the supervisor. As explained above, OIT Server Support also exports the remaining email left in the user's mailbox, saving as an archive PST file, and put into the supervisor's network home drive, in a directory with the former employee's name.

User (optional): If the departing user wants to move their network home drive files before leaving, use "Computer" to move them to a common drive to transfer to the supervisor, if requested. But if the user doesn't do this in advance, OIT Server Support will use an automated script to move the files to the supervisor (or an agency repository).

Location #3: Archive email files, known as PST ("Personal STorage") files

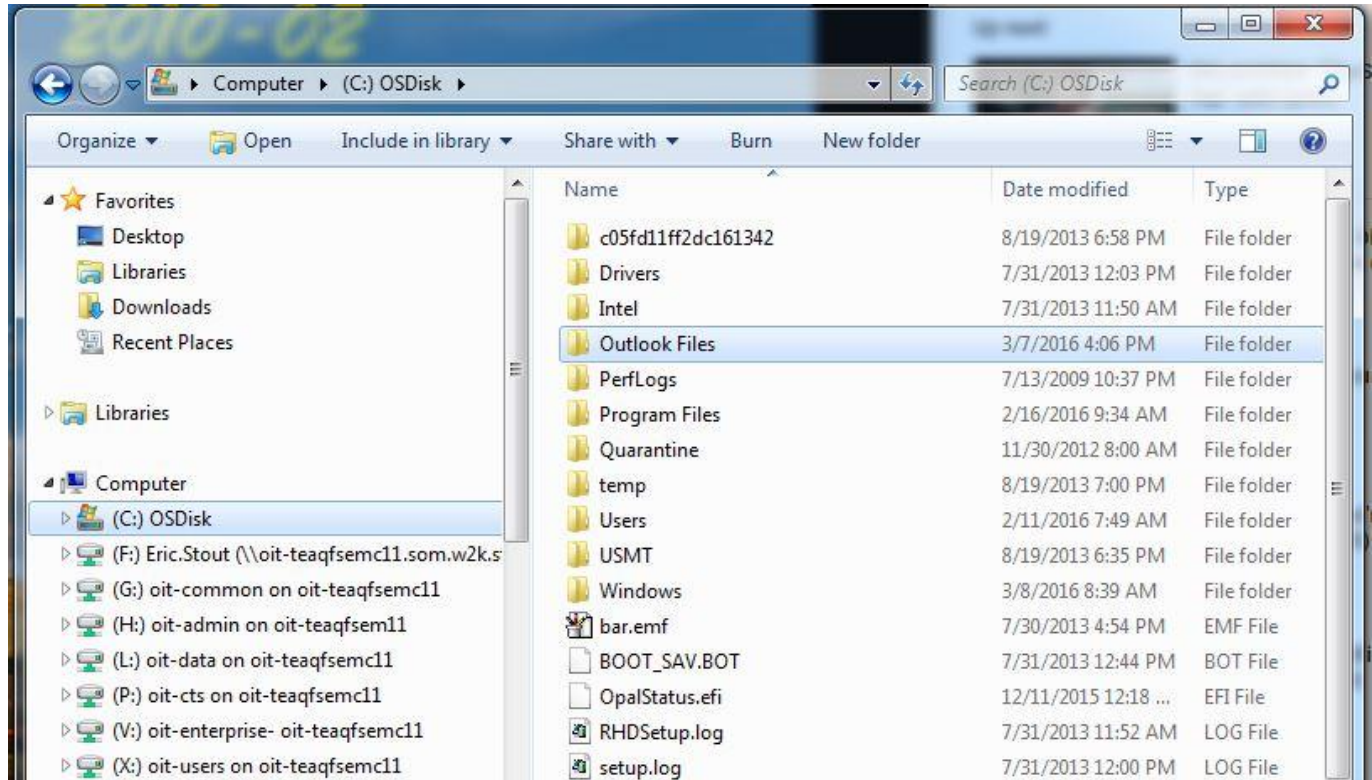
- **OIT Server Support:** If the archive PST files are stored on the user's network home drive (letter F or higher), then those are automatically moved as described in #2 above. No action is needed by the user to move them. However, if the archive PST files are stored on the PC's internal drive (C drive), then they should be moved to a network drive as part of checking the PC's C drive, in #4 below.
- **Departing employee, supervisor, or designated person (see note above if the user has left):** For already-archived email (already moved from the active mailbox to an archive PST file), the departing employee should make sure the archive PST files are all located on their network home drive, not on the PC's local C drive. Having them on the network drive ensures they are preserved, and makes it easier to be copied to the supervisor.
 - Look at location of the PST files. As explained in the instructions, in Outlook, right-click on the archive file name, choose "data file properties" then click the Advanced tab. Look at the location bar – the archive file should be pointed to your network drive (F or above). If any of the file names starts with a C, they are on your PC local drive, and may be lost when the computer is turned in.
 - To find any PST files that may be on the C drive, use the Windows search bar to look for any files with the name *.pst. This will find any files ending with the extension .pst which is what Outlook archive files are called. The OIT Help Desk (624-7700) can assist if need. To check location of "attached" PST files, see:
<http://inet.state.me.us/foaa/archiving.aspx#location>.

Searching the C drive for any "PST" email archive files

The user's archive folders are not in the mail system, but rather are in separate archive files known as Personal STorage (PST) files, that are databases of emails. These PST files can be "attached" to be visible to you in Outlook, but they don't "live" in the mail system itself – they are stored either on the PC's C drive or on a network drive. Because Microsoft Outlook's "default" location is to store PST files on the C drive in an Outlook subfolder, they can easily be lost when the computer is turned in to be "wiped." The best way to find any PST archive files is to use Windows search bar to search for *.pst. If any PST files are found on the C drive, see #3 below for how to move them.

Please note that the folders in the Users profile does not include the Outlook Files folder, which is at the root-level of the C drive, not in the Users profile area. Be sure not to miss any email archive PST files that may be stored in C:\Outlook Files. Search C drive for *.pst because C:\Outlook Files is separate from the User profile.

Screenshot 5: C:\Outlook Files is separate from the User profile. So, be careful that you don't miss any possible archive PST files that may be stored on the PC's C drive (in this default location). Notice that the Users folder is farther down the list. The best way to search for any possible archive PST files that may be on the C drive is to look in this C:\Outlook Files folder, but also do a Windows search on the entire C drive (see top right bar, "Search (C:) OSDisk" in the screen shot below. In that search bar, type *.pst to find PST files anywhere on the C drive.



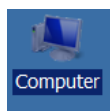
Location #4: Files on the PC local drive (C)

In summary, to move files from the PC drive (C), use "Computer" to move these files to the user's network home drive. If you need help, call the OIT Help Desk at 624-7700.

Departing employee (or supervisor or designated person)

Departing employee (or supervisor or designated person) should check the PC local drive (C) for any work-related documents that need to be saved to the user's network home drive. Files should be saved to the departing user's network drive. When the departing user's account is closed, all files on the user's network home drive will be packaged and given to the supervisor (or agency repository).

"Users" profile area on the C drive



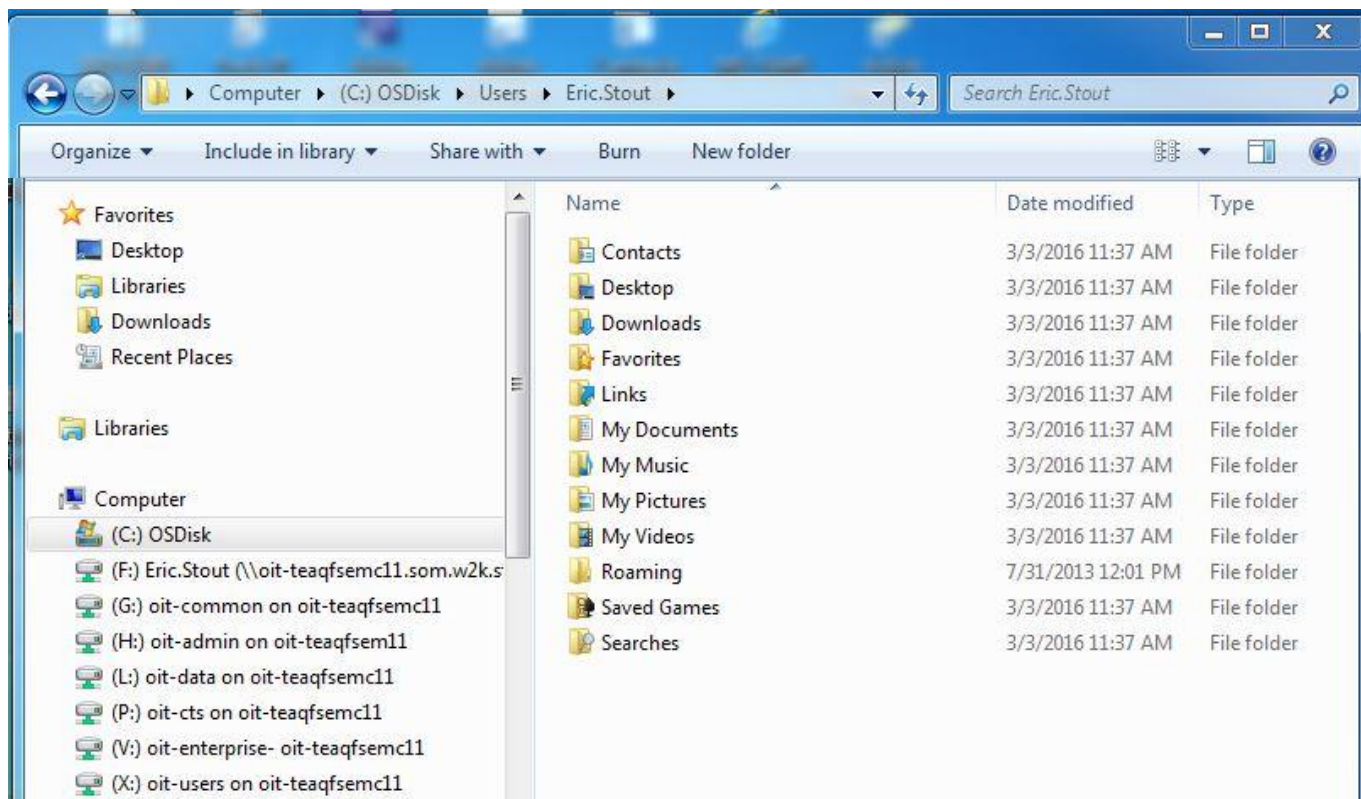
Double click the desktop "Computer" icon to navigate to C drive. Then navigate to the departing user's folder on the C drive at C:\Users\Departing User Name\

If any work files are found on the PC's local (C) drive, "drag" them to the user's network drive. Or, the easiest way is to grab the entire *C:\Users\User.Name* profile (all folders under the person's name), and move those to the user's network home drive so those files are saved, and can be inherited by the supervisor (or put into the agency's files repository if that's the way your agency saves former staff's files).

- See sample Users\User.Name folder list below. The User.Name would normally be the departing user's name, showing these standard folders, and perhaps other folders:
- **NOTE: See "What If User Has Already Left?" at the top of Section 3 above.** If the user is already gone and you're logging into their computer as yourself, the User profile will appear to be empty – unless you get "administrator" rights on the PC, to allow you to see into all User's profiles. Otherwise these folder contents will appear to be empty if you don't have administrator rights to see into the User's profile.

Screenshot 6: Showing folders on the PC's C drive in the Users profile area, in this case

C:\Users\Eric.Stout. These are the standard Microsoft default folders. The user may have created additional folders or stored other files here. Focus especially on the "Desktop" folder and the "My Documents" folder, but also look in the others for possible files as well. The easiest way is to grab the entire "Users" profile (*C:\Users\Eric.Stout*), but that will also copy some Microsoft files that are not work-related and not needed by the supervisor. But that's the easiest way, if you don't want to look into each folder listed below.



Folders on the PC's C drive in the User's profile (C:\Users\User.Name)

Typical folders that could have files needing to be saved under the Users/user name profile are:

- Desktop folder (C:\Users\User.Name\Desktop).** This is the folder where the "desktop area" visible files are stored on the C drive. But they are really stored in a folder on the C drive, here: C:\Users\User.Name\Desktop. So, they are on the computer's C drive.
- My Documents folder (C:\Users\User.Name\My Documents).** This is the folder where "My Documents" is stored on the C drive, unless it has been re-pointed as a shortcut to store files on the user's network drive. [See details in section below.](#)
- My Music folder (C:\Users\User.Name\My Music).** Typically this just has Microsoft installed sample music, which you don't need.
- My Pictures folder (C:\Users\User.Name\My Pictures).** Typically this has Microsoft-installed sample photos, but could also have the user's personal photos and graphic files which should be taken with the user. In some cases, there are agency-related work files here, like photos or images needed for work. These should be moved from the PC local drive onto a network drive so they are not lost when the computer is turned in. A good example is the Maine State Police troopers who often have accident photos stored on their computer local drive. Other agency staff may very well have photos or images in the My Pictures folder that should be saved/ moved off the PC local drive before it is wiped.
- My Videos folder (C:\Users\User.Name\My Videos).** Typically nothing work-related, but it's good to check. For some users (like Maine State Police, Wardens, and selected others), there may be imported video files here that should be moved from the C drive to the network drive (F or higher).

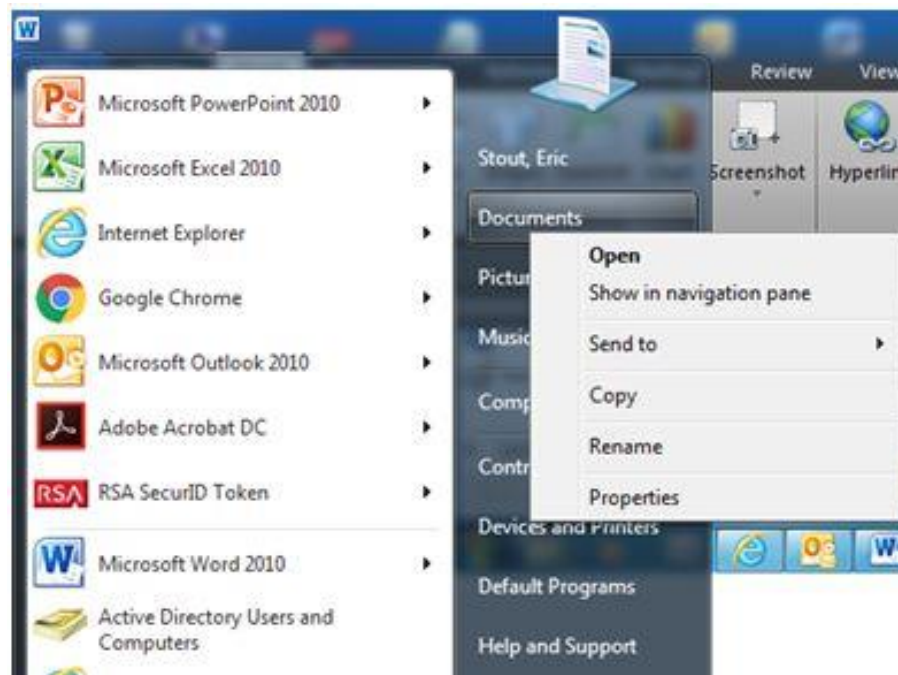
- f. **Other folders** may be in the Users profile area – all should be checked, and any work files moved from the C drive to the network drive (F or higher).

Details on “My Documents” Folder (C:\Users\User.Name\My Documents)

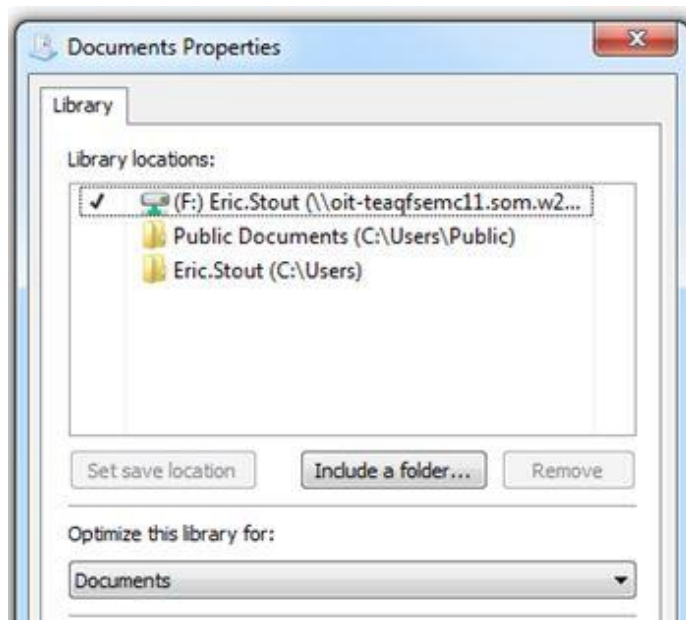
By default, Microsoft saves “My Documents” on the PC’s C drive. But since we are on a State network, OIT usually re-points this folder to the user’s network home drive, so that the files get automatically backed up to tape every night (and not lost if the PC’s local drive crashes).

To check the location of the “Documents” folder, click the Windows icon in the lower left of your screen – then right-click “Documents” and select “Properties.” If it says “C” it’s on the PC’s local drive, but if it says the letter F or higher, it’s on a network drive. See screenshots below. The last screenshot shows that my “Documents” folder has been re-pointed to my network F drive, rather than the default location of *C:\Users\User.Name*. Note that it might also be found in *C:\Users\Public*. So, be careful that you are checking the location of the Documents folder, so that these files are not lost when the former employee’s computer is turned in and “wiped.” To move the files from the Documents folder on the C drive, simply drag them to a network drive (letter F or higher). Then they can be given to the supervisor (or put in the agency repository).

Screenshot 7: Select the “Documents” folder, then right-click to check the properties (where stored). Microsoft’s default is to store “Documents” on the PC’s C drive at *C:\Users\User.Name\Documents*. If you don’t want to lose those files when the PC is “wiped,” you have to move them to a network drive.



Screenshot 8: Shows location of my “Documents” folder was repointed from C instead to my F drive (home drive). If the “Documents” folder is pointing to the user’s network home drive, these files will be swept to the supervisor (or an agency repository) when the user leaves. However, if the location is the C drive, then the files should be moved before the computer is “wiped.”



If you need help searching the PC for files on the C drive, and moving them according to these instructions, call the OIT Help Desk at 624-7700. If you have any questions about these policies or suggestions for improving the procedures, contact Eric.Stout@maine.gov, 624-9981, OIT Records Officer and e-discovery support for FOAA.